

Information Technology Resource Management Council

(ITRMC)

Meeting Minutes

(Approved by Council)

May 3, 2000

1:30 to 4:00 p.m., West Conference Room, Joe R. Williams Building
700 West State Street, Boise, Idaho.

The May 3, 2000 meeting of the Information Technology Resource Management Council (ITRMC) was held in the West Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho. The meeting took place following a 1 p.m. press conference for the Access Idaho Internet Portal public announcement.

CALL TO ORDER, WELCOME

The meeting was called to order by Pam Ahrens, Council Chairman, who welcomed members and guests present. She began by thanking Scott Somerhalder and Chuck Knapp, Idaho Information Consortium, (IIC) for the Access Idaho presentation.

ATTENDANCE

Members/Designates Present:

Ms. Pam Ahrens, Chairman
Sen. Hal Bunderson, Idaho Senate
Mr. J.D. Williams, Elected Officer
Mr. Dwight Bower, Agency Exec. Officer
Rep. Bert Marley, Idaho House
Mr. John Peay, Judicial Representative
Mr. Eric Beck, Agency IS Representative

*Mr. Keith Bumsted, Idaho Transportation Dept
*Mr. David Humphrey, Dept. of Health & Welfare
*Dave Rich, Dept. of Law Enforcement
*Nancy Szofran, State Board of Education
**Mr. Mark Kuskie, Dept. of Education.

*Designate

** Guest Representative

Absent Members:

Mr. Karl Kurtz, Agency Exec. Officer
Mr. Ken Harward, Local Government Rep.
Sen. Clint Stennett, Idaho Senate
Dr. Gregory Fitch, State Board of Education
Col. Ed Strickfaden, Public Safety Official
Dr. Marilyn Howard, Supt. of Public Instruction
Rep. Randy Hansen, Idaho House

Others Present:

Mr. Steve Wilson, ITC
Mr. Ron Row, DOC
Ms. Joanna Marshall, IREC
Mr. Charlie Hendrix, IREC
Ms. Donna Jones, IREC
Ms. Katie Sewell, ISBDC
Mr. Tom Andreason, DOL
Mr. Brad Alvero, DOC
Mr. John McCallister, DOL
Ms. Nancy Michael, PWCLB
Ms. Leslie Jones, ITC
Ms. Stacy Parr, IDHW
Mr. David Cooper, IDVR
Ms. Sheila Isen, LSO
Ms. Merrida Wark, ITD
Ms. Tonya Herold, SOS
Mr. Chuck Goodenough, SOS
Ms. Lynn Snow, SOS
Mr. Glen Harris, SOS
Mr. Marshall Pinkston, LSO

Mr. Bud Hetrick, IBOL
Ms. Margerite Mason, ISBDC
Mr. Rick Gerrard, U S West
Mr. Keith Bumsted, ITD
Mr. Mark Little, DOP
Ms. Paula Kaptan, DOF
Ms. Carol Silvers, ISL
Ms. Shirley Whitney, DOF
Mr. Mark Richardson, ITD
Mr. Keith Johnson, SCO
Ms. Barbara Garrett, IAC
Mr. Jeff Shinn, DFM
Mr. Duane Gaerte, IDHR
Ms. Amy Hutchinson, SAIC
Mr. Joe Roche, DOA
Mr. Miles Browne, Project Team
Ms. Liza Fox, Project Team
Mr. Jeff Rompala, Project Team
Mr. Bill Farnsworth, Project Team
Ms. Karen Bresnahan, Project Team

MOTION TO APPROVE FEBRUARY 22, 2000 MINUTES

J. D. Williams moved and John Peay seconded a motion to approve the February 22, 2000 meeting Minutes, and the motion passed unanimously.

GEOGRAPHIC INFORMATION SYSTEMS (GIS) COORDINATION

Statewide GIS Coordinator Liza Fox reported to the Council on recent GIS activities. Ms. Fox led an Idaho delegation of federal, state, tribal and private representatives to the *Western Governor's Association Cadastral Data and Policy Forum* on March 20, 2000. The gathering, attended by 200 representatives from 16 states, was held to discuss issues related to parcel or cadastral mapping (land ownership and use data) and resource allocation. Fox stated that the purpose of the meeting was to:

- promote the use of a common cadastral survey data layer
- support utilization of a shared, open standard
- create a target system that is vertically integrated and seamless
- address issues of funding, coordination, communication, standards, education and outreach

Ongoing GIS activities have included **GIS Focus Group** meetings in Boise, Idaho Falls and Coeur d'Alene. The meetings have been held to receive input on current GIS projects, list GIS data needs, discuss technical service issues, current ITRMC initiatives, and the role of the Project

Team. The Focus Groups are designing a Vision Statement, for a **Strategic Plan for GIS** coordination for the state, including a re-write of Executive Order 96-24 (on state agency GIS organization). She outlined the four goals of the vision statement:

- development of standards
- to facilitate the availability of accurate data
- to make data accessible
- to deploy enterprise-wide coordination and cost efficiency

Fox will be sending out a letter this month to local governments requesting input on GIS statewide issues.

GIS DISCUSSION

Peay inquired as to how extensive GIS information is being used in the state. GIS has been expanding rapidly at all levels and across boundaries, replied Fox. Bower commented that GIS is being used to help farmers decide where to fertilize and place their crops.

Bunderson said GIS applications at the Department of Lands will display land ownership in state properties and inquired if Fox will be coordinating with Idaho assessors. Fox said the integration of county and city planning for GIS will help develop seamless applications for the use of GIS data. Bunderson asked about the timeline for GIS activities. The issues to be addressed initially will include the expiring executive order, data clearinghouses, and city/county issues, said Fox.

Chairman Ahrens asked about the efforts to interface with higher education, and Fox explained that she has made contacts and toured higher education facilities in the state. She will be working with the colleges and universities to establish GIS training programs for local government. Ahrens suggested that GIS usage of census data and reapportionment issues by the Legislative Services Office would be an idea for a presentation at a future Council meeting.

STATEWIDE IT PLAN

J. D. Williams began a discussion of the Statewide IT Plan, which, he said is in need of updating, since it was written in June, 1998. He recommended that Council begin re-writing the plan over the summer and finalize the document by September or October. The plan should reflect a direction for the next five years, and should be updated to include changes that have been occurring in areas such as privacy, infrastructure and E-government applications, he said. Peay agreed with Williams on the need to revise the document, reflecting progress that has been made.

"It's time to take a long hard look at where we are and what we are doing," said Miles Browne, Project Team. Bunderson remarked that the existing document appears to give more emphasis on the close horizon and could use expanding on five year projections. With the increased speed of innovations it is important to have a continued sensitivity to where the marketplace is going, he added.

ACTION ITEM

Chairman Ahrens directed Browne to convene a work group for the purpose of revising the Statewide IT Plan, with representatives to include IT managers, representatives of the Judiciary Department, and Controller's office. She advised using other state's plans as guidelines and moving forward with the process.

ELECTRONIC INFORMATION SECURITY POLICY

Browne presented to the Council a revised **Draft Information Security Policy**, for review. The document was first proposed in 1998, specifying agency responsibility for securing and protecting State of Idaho electronic information. Security will vary at the agencies, depending on the type of data they use, he said. The new draft included minor changes, with emphasis on local agency control and central coordination. Browne recommended the policy be put in place. Chairman Ahrens requested that the Draft policy be viewed by the Attorney General's Office and brought back to Council on June 21st for review.

SECURITY INFORMATION EXCHANGE

A presentation was made to Council on security information by Jeff Rompala, Project Team. The report included definitions for security and privacy, common IT "buzzwords," and identifying generic security issues along with Idaho security issues. He defined **privacy** as "the quality of being secluded from the presence or view of others," and **security** as "maintaining principles of data confidentiality, integrity and authenticity while conducting business in a productive manner."

In order to protect citizens privacy, "fair information practices" should be used, said Rompala. Web sites can be used to indicate:

- what information is collected
- how the information is used
- who the information is shared with
- what choices a user has regarding collection, distribution and use of their information
- what security plans and practices are in place to protect data loss, misuse or alteration
- how inaccuracies in data can be corrected

Security practices should include current plans, policies, and a flexible architecture, according to Rompala. The current philosophy is that security "cannot be an obstacle to doing business," he said. Citizens expect confidentiality, integrity and authenticity in business dealings, he said.

Conducting business on the Internet is a challenge, with 100% security being unrealistic, due to budgets, fast-paced technology, and customer demands for access to the Internet. Because of competitiveness and customer-service business models, security has become a balancing act between the need to conduct business versus the need to remain secure.

While describing a "cracker" as someone who breaks into a computer system usually without destroying data, and a "hacker" as an expert programmer, he listed four categories or results of attacks:

1) disclosure of information 2) destruction of data 3) data alteration and 4) denial of service.

Security is becoming a big problem nationwide, he said, citing as an example, the recent shutdown of the Yahoo web site. 80% of all computer attacks last year were the result of some inside element, such as an unlocked door, stolen media or disgruntled employee.

The State of Idaho has a multitude of networks and agencies with varying security needs, which will require a comprehensive planning process, said Rompala. He described the state's architecture as like "an apartment with a locked front door, but no locks on the individual units."

ACTION ITEM

Rompala recommended that Council approve a task force to develop an Internet Information Exchange Security Plan. The proposed task force, chaired by Eric Beck, Department of Labor, would be responsible for developing a security plan, while working under the authority of the Department of Administration's Division of Information Technology and Information Services (DITCS), where current Internet Access and security issues are being handled.

A Security Plan would address technical and managerial issues and provide state agencies with a "roadmap" for developing their respective security policies. The purpose of a security plan would be to:

- define technical and managerial roles and responsibilities related to security
- create consequences for non-compliance and ensure that all policies adhere to the plan
- establish pre/post-incident strategies for public and media communication
- define who is responsible for analyzing the business case versus the threat potential
- develop strategies for prevention, detection and removal of computer viruses

DISCUSSION

Peay asked if anyone is looking at security risk assessment at the various agencies, and Rompala said the agencies will have to decide what is the appropriate level of security for them. The first step will be to convene the Security Task Force, create an outline for a plan, and then talk with the agencies about it, he said. "The problem is, there is currently no uniform approach to security across the agencies."

J.D. Williams called the Security Plan a critical need, and emphasized that it important to do it from a citizen perspective, because of the trust that citizens have placed in government.

Ahrens inquired how the Department of Law Enforcement views security. Dave Rich, designate for Ed Strickfaden, explained that his department has a large amount of information on citizens that is personal and needs to remain private. The DOL is in the process of setting up additional firewalls and will request the establishment of a computer forensics division at the next legislative session, for the purpose of processing computer criminals.

Bunderson suggested the security issue be addressed using the same approach that was taken for Y2K preparedness; starting with the critical systems, and assuring the public they are secure. Peay said he would like to see a listing of priorities as to where the potential security risks for the state are. One key issue would be the ease of availability of the data said Peay.

Somerhalder, IIC, said his company could definitely assist the state in the area of security, due to their experiences working on the issue in 11 other states.

Chairman Ahrens recommended that Beck and Rompala move forward with the process, since there appeared to be no objections to the Security Task Force proposal.

PROJECT TEAM STATUS REPORTS

Browne reported on the status of Project Team activities. **May 25th, an E-Government Workshop** will be held for agency and educational IT managers, fiscal officers, and LSO and DFM staff personnel. The Workshop will include a presentation by META Group Inc. **September 7, 2000, an E-Government Boot Camp for Policy Makers** will take place at the Boise Centre on the Grove. The Bootcamp will be a high-level discussion of electronic government for agency directors, legislators, and staff of city, county and elected officials.

Statewide Contracts Report

Mark Little, Division of Purchasing gave a report on statewide contracts. He said the state is waiting for signatures on the microcomputer contracts. Under new contracts, Little reported that the IDANET Bidders Conference on April 28, 2000 had an excellent turnout and was very successful. Bid opening for the telecommunications contract is planned for May 30, 2000, with a decision expected by June 30th and the phased implementation process scheduled to begin in July, 2000.

IDANET Telecommunications Initiative Update

In response to a question by Dwight Bower, about the availability of the proposed digital network, Browne explained IDANET as a request for an outside vendor or vendors to put together a contract which will handle all statewide connectivity, including k-12 and higher education, and be utilized by all the agencies.

Ahrens added that the digital network is an effort to utilize the taxpayers dollars for increased bandwidth for the same amount of money that is already being spent by the agencies for telecommunications. Browne said it is estimated that between 6 and 9 million is being spent annually by the state for telecommunications. With a contract in place, overall costs are expected to go down, he added. The RFP does not specify the type of technology is to be used, and the state expects the solution could be a mix of technology solutions, he said.

Access Idaho Update

Bill Farnsworth reported on Access Idaho activities. An agreement has been signed by IIC (Idaho Information Consortium) and the Secretary of State's Office, with a **Business Record Search** soon to be on-line as the first free application. The obtaining of business certificates of authenticity will be the next on-line application. The current fee associated with the certificates will also apply to on-line certificates.

Progress is being made quickly in the area of agency application development, said Farnsworth. A Service Level Agreement is pending with the Department of Transportation. Scott Somerhalder, IIC, extended a thank you to the Council for its assistance in encouraging agencies to develop E-commerce applications. Fees for web applications will be used to fund the portal.

Dwight Bower questioned whether the Council will take action if the fees for on-line services do not meet the expectations of IIC. ITRMC continues to monitor progress of Access Idaho through the Access Idaho Steering Committee, said Ahrens. IIC provides the Steering Committee with monthly reports, which outline expenses and progress on application development.

Document Management Report

Jeff Rompala made a presentation to Council on the statewide Document Management Services (DMS) Contract, which has been renewed through June, 2001. The Document Management Coalition conducted a feasibility study at the State Insurance Fund, which recommended the use of imaging and workflow technology to improve the Workers Compensation claims operation. The study concluded that "while well run, there is significant opportunity to improve service and productivity. Currently, the Coalition is negotiating a project plan, which is due to be completed by May 15, 2000. If approved, the plan calls for analysis, design, and implementation of the full system called for in the feasibility study.

The Project Team will be receiving assistance beginning next month from a group of individuals who worked on a State of Wyoming DMS Insurance Fund Project. Idaho's project is scheduled for implemented by January 1, 2001. Wyoming spent 1.5 million on the project the first year, with a \$7 million dollar payback. Similar results are expected in Idaho, he said.

At the Idaho Tax Commission, a feasibility study on document management is being negotiated. The focus is on check and coupon processing and the preparing of a requirements definition. In the State of New York, Document Management saved \$8 million per year, noted Rompala.

NEW BUSINESS/ADJOURNMENT

Chairman Ahrens noted that Rompala should move forward with the convening of a Security Task Force, and reminded Council members of the upcoming May 25, 2000 and September 7, 2000 E-Government meetings. Council appointments pending for private industry and rural representatives should be resolved within a few weeks, she said. Being there was no other new business, Chairman Ahrens adjourned the meeting at 4:00 p.m. Next meeting is scheduled for June 21, 2000.

Respectfully submitted,

Karen Bresnahan
ITRMC Project Team